

Attachment 12 – Policies, Procedures, and Plans

This attachment is intended as a summary of the policies, procedures and plan requirements included in the RFP. The RFP may contains additional requirements not included in this attachment. The DBPM must comply with all reporting requirements found in the RFP, attachments, and addendums.		
Required with Proposal	Description	Due Date
Provider Contract Template	Submit provider contract template as described in Section IV.I - Provider Network.	Required with proposal
Network Development Plan	Submit plan for developing an adequate provider network within the timeframe described in Section IV.I - Provider Network.	Required with proposal
Key Staff Resumes	As possible, submit resumes of proposed key staff as described in Section IV.V - Transition and Implementation.	Required with proposal
Preliminary Implementation Plan	Submit preliminary implementation plan as described in Section IV.V - Transition and Implementation.	Required with proposal
Draft Member Handbook	Submit a draft copy of the member handbook as described in Section IV.G – Member Services and Education.	Required with proposal
Contract Award Period	Description	Due Date
Implementation Plan	Submit contract implementation plan as described in Section IV.V - Transition and Implementation.	15 calendar days after date of award
30 Calendar Days After Date of Award	Description	Due Date
Marketing and Member Education Plan	Submit plan detailing proposed marketing activities and materials as described in Section IV.G - Member Services and Education.	30 calendar days after date of award
Welcome Packet Contents	Submit welcome packet materials including the member handbook.	30 calendar days after date of award

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DBPM Provider Website	As detailed in Section IV.J - Provider Services, the DBPM's provider website is considered marketing material and must be submitted for review and approval.	30 calendar days after date of award
Provider Training Handbook and Training Schedule	Submit a copy of the provider training handbook and training schedule as described in Section IV.J - Provider Services	30 calendar days after date of award
Provider Handbook	Submit provider handbook for approval as described in Section IV.J - Provider Services	30 calendar days after date of award
Utilization Management Policies and Procedures	Submit UM program description as described in Section IV.N - Utilization Management.	30 calendar days after date of award
Provider Complaint System	Submit policies and procedures detailing the MCQDBPM 's provider complaint system as described in Section IV.J - Provider Services.	30 calendar days after date of award
Provider Directory Template	Submit templates for the provider directory as described in Section IV.E - Members Services and Education.	30 calendar days after date of award
Human Resources and Staffing Plan	Submit a plan detailing how the MCQDBPM will obtain and maintain appropriate staffing levels as described in Section IV.D – Staffing Requirements.	30 calendar days after date of award
90 Days Prior to Contract Start Date	Description	Due Date
Provider Network List	Submit list of all network providers via the provider enrollment file as described in Section IV.I - Provider Network.	90 days prior to contract start date
Provider Network Sufficiency Attestation	Submit data and analysis attesting to the sufficiency of the MCQDBPMs network as described in Section IV.I - Provider Network.	90 days prior to contract start date
Subcontracts	Submit all subcontracts for the provision of any services for prior review and approval as described in Section IV.K - Subcontracting.	90 days prior to contract start date

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Continuity of Care	Submit policies and procedures for continuity of care.	60 days prior to contract start date
60 Days Prior to Contract Start Date	Description	Due Date
QAPI Work Plan	Submit QAPI work plan as described in Section IV.M – Quality Management.	60 days prior to contract start date
QAPI Program Description	Submit overview of QAPI program as described in Section IV.M - Quality Management	60 days prior to contract start date
Corrective Action Monitoring	Submit policies and procedures for evaluating corrective actions.	60 days prior to contract start date
Claims Dispute Process	Submit policies and procedures for addressing claims disputes as described in Section IV.S - Claims Management.	60 days prior to contract start date
Provider Incentive Plan Contract Templates	Submit contract templates for Physician Incentive Plan participants as described in Section IV.Q - Provider Reimbursement.	60 days prior to contract start date
Service Authorization	Submit policies and procedures for service authorization as described in Section IV.N - Utilization Management.	60 days prior to contract start date
Retrospective UR Functions	Submit policies for retrospective UR functions as described in Section IV.N - Utilization Management.	60 days prior to contract start date
Key Staff List	Submit the names, resumes and contact info for all key staff as described in Section IV.D – Staffing Requirements.	60 days prior to contract start date

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Grievances and Appeals	Submit policies and procedures for the handling of member/provider grievances and appeals as described in Section IV.H - Grievances and Appeals.	60 days prior to contract start date
45 Days Prior to Contract Start Date	Description	Due Date
Amount, Duration, and Scope Policies	Submit amount, duration and scope policies.	45 days prior to contract start date
Value-Added Services	Provide a description of the expanded services/benefits the DBPM will provided as described in Section IV.E - Covered Benefits and Services	45 days prior to contract start date
Credentialing/Recredentialing	Submit policies and procedures for credentialing and recredentialing providers as described in Section IV.I - Provider Network Requirements.	45 days prior to contract start date
Network - Communication of Change	Submit procedures for communicating contractual and/or program changes to providers.	45 days prior to contract start date
Network Compliance	Submit procedures for ensuring provider compliance with State and DBPM policies as described in Section IV.I - Provider Network Requirements.	45 days prior to contract start date
Network Service	Submit procedures for evaluating the quality of services provided by the network.	45 days prior to contract start date
Network Insufficiency	Submit policies and procedures for arranging for medically necessary services in the event of temporary network insufficiency as described in Section IV.I - Provider Network.	45 days prior to contract start date
Network Monitoring	Submit procedures for monitoring the adequacy, accessibility and availability of network providers as described in Section IV.I - Provider Network Requirements.	45 days prior to contract start date
Compliance Plan	Submit fraud, waste, abuse and erroneous payments compliance plan as described in Section IV.O - Program Integrity.	45 days prior to contract start date

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Fraud, Waste, Abuse and Erroneous Payments	Submit fraud, waste, abuse and erroneous payments policies as described in Section IV.O - Program Integrity.	45 days prior to contract start date
Timely Access	Submit policies and procedures for the monitoring of timely access requirements as described in Attachment 4 - Access Standards.	45 days prior to contract start date
Member Privacy	Submit policies and procedures for protecting member privacy.	45 days prior to contract start date
Second Opinions	Submit policies and procedures regarding ensuring member access to a second opinion.	45 days prior to contract start date
30 Days Prior to Contract Start Date	Description	Due Date
Subcontractor Evaluation	Submit copies of subcontractor evaluations as described in Section IV.C - Business Requirements.	30 days prior to contract start date
Third Party Liability	Submit procedures for identifying TPL and administrating payment as described in Section IV.R - Claims Management.	30 days prior to contract start date
Clinical Practice Guidelines	Submit clinical practice guidelines developed in accordance with requirements in Section IV.N - Utilization Management.	30 days prior to contract start date
Emergency Dental Services	Submit policies and procedures for emergency dental services as described in Section IV.E - Covered Benefits and Services.	30 days prior to contract start date
Indian Health Protections	Submit policies and procedures for Indian health protections as described in Section IV.Q - Provider Reimbursement.	30 days prior to contract start date
EPSDT Services	Submit policies and procedures for EPSDT services as described in Section IV.E - Covered Benefits and Services.	30 days prior to contract start date
Staffing	Submit policies and procedures for staffing as described in Section IV.D - Staffing.	30 days prior to contract start date

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Maintenance of Medical Records	Submit policies and procedures for the maintenance of medical records.	30 days prior to contract start date
Medical Record Confidentiality	Submit policies and procedures regarding maintaining the confidentiality of member medical records.	30 days prior to contract start date
Member Calls	Submit policies and procedures for managing member calls as described in Section IV.F - Member Services and Education.	30 days prior to contract start date
Referrals	Submit policies and procedures on referrals for specialty care and other benefits not provided by the member's Dental Home provider.	30 days prior to contract start date
Provider Quality Deficiencies	Submit policies and procedures for reporting provider quality deficiencies as described in Section IV.I – Provider Network.	30 days prior to contract start date